

Job Opportunity State Controller's Office



Applications will be screened and only the most qualified will be interviewed. Please call 916-323-3055 to request reasonable accommodations. Voice/CRS Relay (711)

Position: **AMENDED**
Assistant/Associate
Information Systems Analyst

Position #: 051-340-1479-XXX /
051-340-1470-XXX

Salary Range: \$3106-\$4903
\$4619-\$5897

Issue Date: January 8, 2009

Contact: Nedra Bryan
(916) 323-6695

Location: Information Systems
Division
300 Capitol Mall, 7th Floor
Sacramento, CA 95814

**Final Filing
Date:** (Statewide)
Until Filled

Applications:

Individuals who are currently in this classification, or are eligible for lateral transfer or promotion, or are reachable on a certification list may apply. SROA/Surplus candidates will be given priority.

All hires will be subject to a background check.

For permanent positions, SROA and surplus candidates should attach "surplus letters" to their application. Failure to do so may result in your application not being considered.

Submit a Std.678 State Application and Resume to:

State Controller's Office
Information Systems Division
ATTN: Nedra Bryan – Ref# 09-081
300 Capitol Mall, 7th Floor
Sacramento, CA 95814

Scope of the Position: Under the general supervision of the Data Processing Manager (DPM) I, the incumbent provides primary technical PC desk/laptop support which includes a wide variety of hardware platforms, software applications, and peripherals on networked or stand alone systems for the State Controller's Office (SCO), the Information Systems Division and the Executive Office. The incumbent must be able to analyze data and situations, identify and reason logically, develop, document and implement effective solutions related to computer problems. The incumbent must also communicate effectively as well as establish and maintain professional relationships with peers, customers, management and vendors. All duties are performed within the framework of the SCO's mission and values. Occasional travel to SCO remote sites may be necessary. Specific duties include but will not be limited to the following:

Duties will commensurate with level hired.

Duties and Responsibilities: (Candidates must perform the following functions with or without reasonable accommodations.)

- Provides technical support for Windows XP, desktop and laptop computers, which includes a wide variety of PC hardware platforms, software applications and peripherals. Provide limited LAN workgroup administration tasks specific to desktop access rights to network resources, viruses, and printing.
- Work independently, with other technical staff, and with customers, to detect, diagnose and resolve problems quickly and efficiently. Coordinate repairs, procure, install, or remove and configure PCs and software applications, as well as maintain the inventory database.
- Provide written and oral instruction to customers in the proper use of equipment and software. Provide PC support to Executive Office staff.
- Provide technical support for software and other components associated with modem dial-up capability and terminal emulation. Assist as a resource on all aspects of the software in terms of use, features, limitations, compatibility, and interoperability. Act as the contact to the software manufacturer(s), Internet Service Provider, for new purchases, licensing, maintenance, and advanced technical assistance. Troubleshoot and resolve software problems, including researching, testing and providing recommendations for new software or technology.
- Understand the capabilities and limitations of the current SCO technical environment. Maintain a current level knowledge and awareness of microcomputer and LAN equipment, software and trends impacting the operation of automated office systems. Research and test new products and services.
- Prepare management reports relating to the results and recommendations of the Customer Service Center situations. Participate in feasibility studies and cost/benefit analysis of new information technology products and services.